



# End-of-Year Program Compliance Reporting

Reporting Period July 1, 2008 through June 30, 2009

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## **End-of-Year Program Compliance Requirements and Instructions**

**Reporting Period July 1, 2008 through June 30, 2009**

Measure B fund recipients are required to submit to the Alameda County Transportation Improvement Authority (ACTIA) one electronic and one hard copy version of two reports for end-of-year compliance: the End-of-Year Program Compliance Report and the Compliance Audit Report.

### **End-of-Year Program Compliance Report: Due December 31, 2009**

The End-of-Year (EOY) Program Compliance Report includes a pdf and a Table 1 attachment available for download on the ACTIA Web site at [www.actia2022.com](http://www.actia2022.com):

1. EOY Program Compliance Report (pdf)
2. Table 1: Program Summary of Expenditures/Accomplishments (Excel)

**Electronic submission:** Complete the pdf form online and submit one copy of the report electronically, by clicking **Submit by Email** on the cover. Then email the Table 1 workbook separately. If your version of Adobe Acrobat does not allow you to automatically submit the pdf form by email, attach it with the Table 1 workbook to an email and send it to [grants@actia2022.com](mailto:grants@actia2022.com). If you want to start work on the pdf and finish it later, save it to your hard drive, then submit the file when ready. *Do not include attachments with the electronic version.*

**Hard-copy submission:** Page 1 of the EOY Program Compliance Report must have City Manager and City Finance Manager, or the appropriate equivalent, signatures. Include other attachments, such as photos, articles, newsletters, signage, etc., with the hard copy only. Clearly label additional attachments, by letter and description, as labeled on page 1. Ensure the attachments are easily readable when reproduced in black and white, and insert them at the back of the report. Postmark one hard copy of the EOY Program Compliance Report and the Table 1 Excel workbook attachment with wet signatures and attachments by December 31, 2009.

### **Compliance Audit Report: Due December 28, 2009**

**Electronic submission:** Submit one copy of the Compliance Audit Report electronically. Use your jurisdiction's standard audit report format. Submit the report by attaching the file to an email and send it to [grants@actia2022.com](mailto:grants@actia2022.com).

**Hard-copy submission:** Postmark one hard copy of the Compliance Audit Report, signed by an independent auditor, by December 28, 2009.

*Mail hard-copy  
reports to:*

**ACTIA**  
Attn: End-of-Year Program Compliance  
1333 Broadway, Suite 300  
Oakland, CA 94612

*E-mail reports to:*

[grants@actia2022.com](mailto:grants@actia2022.com)

ACTIA must receive all electronic files by their respective due dates. If you submit a draft copy in error or encounter a problem submitting the report, notify the ACTIA grants administrator by e-mail [grants@actia2022.com](mailto:grants@actia2022.com) or phone (510) 267-6113.

## End-of-Year Program Compliance Report Reports due December 31, 2009

**Agency Name:** San Francisco Bay Area Rapid Transit District

**Date Submitted:** 12/28/09


**Provide signatures below from authorized representatives.**

Authorized representatives of the reporting agency, for example the city manager and the city finance manager or appropriate equivalent, must sign below, affirming that the statements in the report package are true and complete to the best of their knowledge. The hard copy submittal must have the original signatures; on the electronic version, include the name and title of the signatories.

**Signature:** 

**Name and Title of Agency Manager:** Dorothy Dugger, General Manager

**Date:** 12/28/09

**Signature:** 

**Name and Title of Agency Finance Manager:** Ed Pangillinan, Assistant Controller

**Date:** 12/28/09

**Choose the type(s) of report you are submitting** (*check all that apply; you must submit the Table 1 Excel workbook attachment*):

- Annual Program Compliance Report – Bicycle and Pedestrian Safety Funds
- Annual Program Compliance Report – Local Streets and Roads Funds
- Annual Program Compliance Report – Mass Transit Funds
- Annual Program Compliance Report – Paratransit Funds
- Table 1: Program Summary of Expenditures/Accomplishments (Excel workbook)

**List any additional attachments included in the report** (*check all that apply*).

- Attachment A: Bicycle and Pedestrian Attachments
- Attachment B: Local Streets and Roads Attachments
- Attachment C: Mass Transit Attachments
- Attachment D: Paratransit Attachments
- Other Attachments (*clearly label additional attachments as needed*)

## Paratransit Program Report Summary

**1. Did you receive Measure B Paratransit Funds in the reporting period of July 1, 2008 through June 30, 2009?**

- Yes (complete this section and continue on)  
 No (do not complete this section and continue on)

**Paratransit Agency Contact Name:**

**Phone Number:**

**Fax:**

**E-mail:**

**2. During fiscal year 2008–2009, what amount of ACTIA Measure B (MB) Paratransit Funds did you receive and expend (on an accrual basis)?** Fill in the boxes below. These numbers should be the same as those you report in your compliance audit.

| 07/08<br>Unspent<br>MB Balance: | 08/09 MB<br>Revenues: | Interest/<br>Other<br>Income: | Measure B<br>Expended<br>in 08/09: | Ending MB<br>Balance: |
|---------------------------------|-----------------------|-------------------------------|------------------------------------|-----------------------|
| \$0                             | \$1,441,700           | \$7,774,276                   | \$9,215,976                        | \$0                   |

If applicable, explain why the expenditures in reporting year 2008–2009 were less or more than the amount of Measure B funds the agency received in 2008–2009. Why did the agency spend less than it received or what does the agency intend to do with the additional funds? *(max. 1,300 characters)*

The Measure B allocation funds only part of BART's required ADA paratransit services. The agency funds the remainder.

**3. Did you publish articles that highlight Paratransit projects and programs funded by Measure B in an agency or ACTIA newsletter?**

- Yes  
 No

If yes, include a copy of the newsletter(s) in Attachment D and list the publication(s) and date(s) below.

**Publication(s) and Date(s):** Newsletter article dated May 2009 which was forwarded to ACTIA for publication in the spring/summer 2009 newsletter. In addition to this. +

**4. Did you include a description of the Paratransit projects and programs funded by Measure B on your Web site?**

- Yes  
 No

If yes, include a printout of the Web site in Attachment D and provide the Web site URL below that contains updated and accurate project information.

**Web Site Address:** www.eastbayparatransit.org and www.bart.gov

**5. Did you use signage that indicates use of Measure B funds for your Paratransit projects and programs?**

- Yes  
 No

If yes, include photos of the signage in Attachment D and describe the signage below.

**Signage Description (max. 255 characters):**

All East Bay Paratransit vehicles have a bumper sticker acknowledging Measure B's contribution to the program.

**6. What type of Paratransit projects/programs did Measure B fund?**

To answer this question, complete the Table 1 **Paratransit** tab in the Excel workbook. Describe the projects and/or programs implemented with Measure B Paratransit Funds in fiscal year 2008–2009. Refer to the Paratransit Glossary on page 19. Include any photographs in Attachment D.

**7. What future Paratransit projects/programs do you plan to use Measure B funds to implement?**

Describe the planned projects and/or programs using Measure B Paratransit Funds and the projected schedule. (max. 550 characters)

East Bay Paratransit will continue to provide ADA mandated paratransit in FY 09/10 in the combined service territories of AC Transit and BART.

## **Table 1: Program Summary of Expenditures/Accomplishments**

All agencies are required to submit the Table 1 Excel workbook attachment as part of their full compliance report, as described in the requirements and instructions on page i. To download the attachment, go to the ACTA/ACTIA Web site.

If you have any questions about how to fill in the Table 1 attachment, please contact the grants department at ACTIA.

Contact the ACTIA grants administrator at [grants@actia2022.com](mailto:grants@actia2022.com) or (510) 267-6113, or contact Tess Lengyel at [tlengyel@actia2022.com](mailto:tlengyel@actia2022.com) or (510) 267-6111.

Thank you for submitting the compliance report, and for all of the activities your agency is doing to improve transportation throughout Alameda County.

**Table 1: Program Summary of Expenditures/Accomplishments for East Bay Paratransit**

| Project Category<br>(Drop-down) | Project Phase<br>(Drop-down) | Project Type<br>(Drop-down) | Project Name                                   | Project Description                                       | Project Benefits  | Project Status<br>(at the end of FY 08/09)<br>(Drop-down) | Quantity Completed in FY 08/09 (total number of trips, tickets, etc.) | Units for Quantity<br>(Drop-down) | Description<br>(other units or other details) | Measure B Paratransit Pass-through Expenditures in FY 08/09 | Other Measure B Funds Expended on Project in FY 08/09 (i.e., grants, etc.) | Total Project Cost in FY 08/09 | Was Over \$50K of This Work Contracted Out? (If yes, list contract amount) | Estimated Number of Trips Funded by Measure B FY 08/09 | Description<br>(type of trips or other details) |
|---------------------------------|------------------------------|-----------------------------|--|---|---|---|---|-----------------------------------|---|---|--|--------------------------------|--|--|---|
| Disabled Services               | Operations                   | Operations/Trip Provision   | BART (for the East Bay Paratransit Consortium) | Mandated ADA paratransit provided by East Bay Paratransit | Provides alternative transportation option for eligible riders too disabled to use regular fixed route transportation | Continuing/Ongoing  | 212,736<br>(See Note 1)   | Number of people/passengers       | Quantity includes PCA's and companions        | \$1,441,700 for BART  | \$0.00   | \$9,215,976<br>(See Note 2)    | \$9,215,976<br>100%  | 156,059<br>(See Note 3)                                | ADA Passenger Trips in No. and Central Ala. Co. |

Note 1: This is BART's share (31%) of total passenger trips provided by East Bay Paratransit for FY 09 in Alameda and Contra Costa County.

Note 2: This is BART's share (31%) of total East Bay Paratransit costs in FY 09, including those for Alameda and Contra Costa County.

Note 3: This is 31% of East Bay Paratransit passenger trips from residents of North and Central Alameda County. Total cost for BART for No. and Central Alameda County trips was \$7,036,966. Measure B funded 20.5% of this cost.

## Optional Compliance Reporting Survey

ACTIA is considering moving its end-of-year compliance reporting process online to simplify the process, enhance data collection, and make the process faster for the agencies and for ACTIA staff. We are very interested in your opinion on the current process and would like to know what type of improvements you would like to see as we move to an online, form-based reporting process.

Please submit the following survey with your compliance report and attachments to ACTIA by **December 31, 2009**. Put a check in the box to the right of the question that best represents your opinion on the topic. Feel free to add your comments and suggestions in the box below each question.

**1. How would you rate ACTIA's compliance report pdf form for collecting compliance reporting data?**

- 5. Outstanding
- 4. Good
- 3. Fair
- 2. Needs Improvement
- 1. Poor

**1a. Comments/suggestions:**

Please revise so it is possible to easily eliminate irrelevant sections. We only report paratransit and the inclusion of other sections is very confusing for internal reviewers who are not familiar with ACTIA's

**2. How would you rate the program glossaries within this document?**

- 5. Outstanding
- 4. Good
- 3. Fair
- 2. Needs Improvement
- 1. Poor

**2a. Comments/suggestions:**

**3. How would you rate the Table 1 attachment for collecting expenditures/accomplishments data?**

- 5. Outstanding
- 4. Good
- 3. Fair
- 2. Needs Improvement
- 1. Poor

**3a. Comments/suggestions:**

It would be helpful to tie the year end report closely to the other paratransit reports so that entries on one could be used directly on the others.



**4. How would you rate the audit report requirements?**

- 5. Outstanding
- 4. Good
- 3. Fair
- 2. Needs Improvement
- 1. Poor

**4a. Comments/suggestions:**

Program audit requirements could be minimized since ACTIA staff can attest to compliance with many requirements (e.g. newsletter, meeting attendance). This might reduce audit costs for some programs. BART audit costs \$7,000/year which would be a big impact on a smaller program.

**5. In your opinion, what works well about ACTIA's compliance reporting process?**

Consistency between programs.

**6. In your opinion, what types of improvements to ACTIA's compliance reporting process would you like to see (including any suggestions for online reporting)?**

If the audit requirement continues to address compliance with programmatic requirements such as website and newsletter, in addition to financial reporting, then the year end report could be made on-line only without the need for City Manager and Finance Director wet signatures. The information attesting to compliance is submitted as part of the audit so the signatures seem redundant.

## Attachment D1

### **East Bay Paratransit Newsletter Article 5-20-09**

#### **Measure B Support**

East Bay Paratransit, a partnership between AC Transit and BART, offers ADA paratransit to riders in Western Alameda and Contra Costa Counties. Since 2002, Measure B has provided part of the funding necessary to operate East Bay Paratransit. For example, in FY 08-09, 19% of the cost to run the ADA program was contributed by Measure B.

East Bay Paratransit is the largest paratransit provider in Alameda County, with over 21,000 riders certified to use the system. Nearly 2,400 origin to destination trips are provided each weekday and over 800 on weekends. The service is by reservation and is shared ride. Over 400 employees— drivers, dispatchers, managers, clerks, and customer service agents – work together to provide this needed transportation for individuals who are prevented from using regular AC Transit or BART service because of their disabilities.

In addition to providing part of the funding to support the ADA paratransit program, Measure B also funds all or part of the following East Bay Paratransit special projects, which are being implemented now and during the next two years.

- Installation of mobile computers on all of East Bay Paratransit vehicles, allowing for improved communication with drivers. 50% of the vehicles have the hardware installed now. (see picture of vehicle with MDC unit)
- Special software that will generate an automatic telephone call to the rider with the vehicle's expected arrival time. This project will start once all vehicles have been outfitted with the new mobile computers.
- Creation of a database with a detailed inventory of all transportation\* resources in Western Alameda County.
- An illustrated instruction manual on how to ride BART, called "Learn BART." It will assist seniors and individuals with disabilities to use the BART system and allow some people the freedom to keep using fixed route transit instead of paratransit.
- A "rider care specialist" who works with individuals, agencies, and caregivers to solve difficult transportation issues.

AC Transit and BART appreciate the support from Measure B and thank the voters of Alameda County. All East Bay Paratransit vehicles have a bumper sticker (attached) acknowledging this support.

## Attachment D2

# East Bay Paratransit

1720 Broadway, 3rd Floor, Oakland, CA 94612  
Phone: (510) 287-5000 or Fax: (510) 628-0719

[Main](#)[Locations & Map](#)[Eligibility](#)[Fares](#)[Rules & Policies](#)[FAQs](#)[News & Alerts](#)

## **Alameda County Measure B Funding**

East Bay Paratransit is partially funded by an Alameda County voter approved half-cent transportation sales tax, called Measure B. Oversight and distribution of funds from this measure is provided by the Alameda County Transportation Improvement Authority (ACTIA). Each year, East Bay Paratransit receives 4.53% of revenues generated from this tax for operations.

East Bay Paratransit thanks the voters of Alameda County for Measure B's contribution to providing this extensive and needed transportation to people with disabilities in Alameda County!

In addition to operational funding, East Bay Paratransit has applied for and has been granted special additional funding from Measure B for several projects:

1. July 2006 - June 2008: East Bay Paratransit began a demonstration project to install Mobile Data Computers (MDC)/Automatic Vehicle Locator (AVL) systems in a portion of the fleet. MDT/AVL systems provide improved communication between drivers and dispatchers. A visual display (monitor) is installed in each vehicle to provide a driver with real time text messages regarding pick ups, drop offs and cancellations. The AVL function helps the driver with maps, audible directions of location, and path of travel to destinations. Project cost: \$500,000
2. July 2006 - June 2009: A new, specialized staff position was created at East Bay Paratransit called the "Rider Care Specialist". This staff member deals with difficult scheduling issues, educates social service agencies, and generally works intensively to ensure that problematic situations are resolved in a timely manner. The Specialist also works to help find other appropriate

- transportation or other options for problem solving, if the resolution does not lie with East Bay Paratransit. Project Cost: \$126,768
3. July 2008 - June 2010. Second phase of the MDT/AVL project to install systems in the balance of the East Bay Paratransit fleet, up to 120 units. Project cost: \$360,000.
  4. July 2008 - June 2010. Purchase of Web-based Interactive Voice Response Scheduling System software, which allows automated calls to riders about vehicle arrival times. The rider expecting a vehicle will get a telephone call indicating their vehicle's arrival time e.g.; "your vehicle will arrive in 5 minutes". This software application can also make general call-outs to many riders for use in emergencies. Project cost: \$200,000.
  5. July 2008 - June 2010. New Freedom Funds Grant Match to provide the local match part of a \$144,000 grant awarded to AC Transit to develop a detailed inventory and create an updateable data base of all traditional and non-traditional transportation resources in Alameda and Western Contra Costa Counties. Project Cost: \$36,000.
  6. July 2008 - June 2010. An illustrated booklet called "Learn BART. A Picture Guide to Riding BART" will be used in travel training programs and other efforts to train seniors and people with disabilities to use fixed route instead of paratransit. Project cost: \$43,000.

### **East Bay Paratransit**

[Who Provides East Bay Paratransit](#) | [East Bay Paratransit's Rider Advisory Committee](#) |  
[Alameda County Measure B Funding](#) | [Actively Participate](#) | [Contact Us](#)

## **Attachment D3**

### **BART Website**

From BART.gov

## **Paratransit Service**

Working with other local transit operators, BART provides ADA paratransit service to individuals whose disability prevents them from accessing, boarding, or riding BART trains. Service is provided by lift vans and sedans and is generally by reservation only. Service is available after the rider is certified as eligible under ADA guidelines. Contact the following agencies for information on requirements, certification, and reservations:

#### **In San Francisco**

**MUNI**

415-351-7000

#### **In Eastern Contra Costa County**

**County Connection Link**

925-676-7500

**Tri Delta Transit**

925-754-6622

#### **In Western Contra Costa and Alameda Counties**

**East Bay Paratransit**

510-287-5000

The Alameda County Transportation Improvement Authority (ACTIA) contributes to East Bay Paratransit through Measure B Sales Tax funds. 1.49% of the net revenues from the Measure B Sales Tax are allocated to BART and help support this ADA mandated paratransit in north and central Alameda County.

ACTIA has also funded a pilot project at East Bay Paratransit that allows for the hiring of a "rider care specialist" or social worker to work with individuals, agencies, and caregivers to solve difficult transportation issues. The pilot project will last through June 2008.

#### **In Eastern Alameda County**

**Wheels**

925-455-7565

#### **In San Mateo County**

**Redi-Wheels**

650-369-1797

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# Your Measure B Sales Tax Dollars at Work



Job #0114-06; File name: 0114-06\_B\_bumpersticker.eps; Finished s... re decal material; Contact: Amy Franjesevic x4729; Date: 10/2/06

D4